

Santa Barbara Metropolitan Transit District

Glossary

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Strategic Planning & Compliance



April 8, 2005

GLOSSARY

(Adapted from *TCRP Report 54: Management Toolkit for Rural and Small Urban Transportation Systems*)

ACCESSIBILITY: A concept used in transportation planning to describe the ease with which an individual has an opportunity to participate in an activity. The more accessible the activity, the fewer barriers must be overcome to reach the activity.

ACCESSIBLE TRANSIT SYSTEM: A transit system that can transport any mobile person, including persons with disabilities, and in which the vehicles and stops or stations are designed to accommodate patrons with disabilities, including persons who use wheelchairs. Transit accessibility also calls for accessible customer information. In addition to standard print and signage, audio, Braille, large print, pictorial, and tactile formats can make information more accessible to customers with vision, hearing, and cognitive disabilities.

ACTIVE VEHICLE: A transit passenger vehicle licensed and maintained for regular use. This includes spare vehicles and vehicles out of service for maintenance, but excludes vehicles leased to other operators, permanently unavailable or unusable for transit service, and new vehicles not yet prepared for transit service.

ADMINISTRATIVE EXPENSES: Costs of the functions that are necessary to support vehicle operations and maintenance, including supervision, information and referral, billing and program accountability, record keeping, planning and marketing, driver training, and purchasing.

ADULT CASH FARE: Basic full fare paid by one person for one ride, excluding transfer and zone charges.

ADVANCE-NOTICE SERVICE: A demand-responsive transportation service by which clients make their trip requests at a designated period, usually at least two hours prior to their actual service need.

ALIGHT: To get off or out of a transportation vehicle.

ALTERNATIVE FUEL: Low-polluting fuel instead of gasoline or high-sulfur diesel, such as compressed natural gas, propane, methanol, low-sulfur or "clean" diesel and electricity.

AMERICAN ASSOCIATION OF STATE HIGHWAY AND TRANSPORTATION OFFICIALS (AASHTO): Made up of state and highway officials, along with transportation departments and agencies, and the U.S. Department of Transportation (DOT) to study transportation problems, advise Congress on legislation, and develop standards and policies.

AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA): A nonprofit international industry which performs a variety of services for the industry, along with promoting transit interests, information exchange, research, and policy development.

AMERICAN PUBLIC WORKS ASSOCIATION (APWA): Conducts historical research on public works subjects, sponsors research and educational foundations, and operates a computerized local government information network.

AMERICANS WITH DISABILITIES ACT (ADA): Passed by Congress in 1990, this act mandates equal opportunities for disabled persons in the areas of employment, transportation, housing, and public accommodations. Under this act most transportation providers must purchase lift-equipped vehicles for their fixed-route services. For those people unable to use fixed-route service by virtue of their disability, supplemental paratransit service must be provided.

ARTICULATED BUS: An extra-long, high-capacity bus that has the rear body section or sections flexible, but permanently connected to the forward section.

AUTOMATIC FARE COLLECTION SYSTEM: The controls and equipment that automatically admit passengers on insertion of the correct fare in an acceptable form.

AUTOMATIC VEHICLE LOCATION (AVL): A system that tracks the current location of fleet vehicles determines the geographic location of vehicles having communication equipment to transmit a signal back to a central receiver. It is used to assist in dispatching, maintaining schedules, and reporting vehicle activities.

AVERAGE FARE: The arithmetic average of all fares paid by all revenue passengers.

BASE FARE: The price charged to an adult for regular local service, usually given for a one-way trip.

BASE PERIOD: Also known as off-peak period, the time of day between morning and afternoon peak periods. The Base Period Fleet is the number of vehicles required to maintain base period schedules. Base Period Headway refers to the scheduled time between transit vehicle trips during this period.

BICYCLE AMENITIES: Bicycle racks, storage lockers, and on-bus securement equipment make transit more convenient to cyclists. The most common on-bus securement equipment is a rack mounted on the front of the outside of the vehicle which folds up against the bus when not in use.

BLOCK: The daily operating schedule of a transit vehicle from pull-out to pull-in, including scheduled and deadhead service. A block may consist of a number of runs.

BROKERAGE: A method of providing transportation where riders are matched with a variety of transportation providers through use of central dispatching and administrative facilities.

BUNCHING: A situation that occurs when passenger demand is high and dwell times at stops are longer than scheduled, resulting in operating delays. Headways become shorter than scheduled (vehicles "bunch up" as the crowded vehicles with large passenger loads are "caught" by the faster, less crowded vehicles that are following.)

BUS: A self-propelled, rubber-tired road vehicle designed to carry a substantial number of passengers (i.e., ten or more) and typically has enough headroom to allow passengers to stand upright after entering. Propulsion may be by gasoline, diesel fuel, natural gas, electricity, or other energy sources.

BUS BAY: A specially designed location that permits buses to stop, without obstructing traffic, while laying over or while passengers board and alight.

BUS LANE: A street lane reserved primarily for buses, either all day or during specified periods.

BUS MILE: One bus operated for one mile.

BUS PRIORITY SYSTEM: A system of traffic controls in which buses are given special treatment over the general vehicular traffic. Also known as transit signal priority.

BUSWAY: A special roadway designed for exclusive use by buses.

BUY AMERICA: Federal transportation law requires that all purchases of vehicles, equipment, or any other manufactured item be U.S. made and assembled components, unless the purchase price is less than the dollar threshold established by the U.S. DOT, or the DOT has given the purchaser a Buy America waiver.

CANCELLATIONS: In paratransit systems where advanced reservations are required, cancellations must usually be made up to a certain amount of time (typically two hours) before

the scheduled pickup time. If the cancellation is made after this threshold, the trip may be considered a no-show.

CAPITAL COSTS: The costs of a public transit system's long-term assets such as property, buildings, vehicles, and other long-lived equipment. Capital costs can be differentiated from operating costs, which refer to recurring expenses to maintain equipment and services.

CAPTIVE TRANSIT RIDER: A person who does not have a private vehicle available or cannot drive and who must use transit to make the desired trip. Compare to choice rider.

CENTRAL BUSINESS DISTRICT: Defined by the Bureau of the Census as an area of high land valuation characterized by a high concentration of retail businesses, service businesses, offices, hotels, and theaters, as well as by a high traffic flow.

CHARTER SERVICE: Any transportation of a group of persons for a common purpose, under a single contract, at a fixed charge for the vehicle or service. While systems with Section 5310 funding may operate charter services, those with Section 5311 funding may not without approval from local charter operators.

CHECK RIDE: A ride on which an observer checks the operator's skills, abilities, and compliance with rules and standard operating procedures.

CHECKER: A person who observes and records passenger counts, timing, speeds, vehicle counts, schedule adherence, or other data useful in transit planning and scheduling.

CHECKPOINT SERVICES: This term is commonly used interchangeably with point deviation service. Another definition refers to demand-responsive service when buses make periodic or scheduled stops at a center of activity such as a shopping center or downtown shopping area. Riders are picked up and taken to their own destinations or to transfer points.

CHOICE RIDER: A transit passenger who has at least two modes of travel available and selected transit for that trip. Compare to captive rider.

CIRCULATOR SERVICE: Bus service confined to a specific locale, such as a downtown area or a suburban neighborhood, with connections to major traffic corridors. Also known as shuttle service.

CODE OF FEDERAL REGULATIONS (CFR): An annual publication that contains all federal regulations currently in effect.

COMMERCIAL DRIVER'S LICENSE (CDL): The standardized driver's license required of bus and heavy truck drivers in every state. CDLs were mandated by the federal government in the Commercial Motor Vehicle Safety Act of 1986.

COMMON CARRIER: A company or agency certified by a regulatory body to carry all passengers who pay the required fare.

COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA (CTAA): A national, professional membership association of organizations and individuals committed to removing barriers to isolation and to improving mobility for all people. CTAA conducts research, provides technical assistance, offers educational programs, and serves as an advocate in order to make coordinated community transportation available, affordable, and accessible. Historically, CTAA has focused on rural, small urban, and human service transportation services.

COMMUTE: Regular travel between home and a fixed location such as work or school.

COMMUTER: A person who travels regularly between home and a fixed location.

COMMUTER SERVICE: Transportation provided on a regularly scheduled basis during peak travel periods for users commuting to work, school, and similar destinations.

COMPLAINTS: The frequency and nature of complaints are important indicators of system performance. Types of complaints include trip reliability/dependability, driver courtesy, pass-ups, vehicle condition/cleanliness, and safety and driving problems.

COMPLEMENTARY PARATRANSIT: Paratransit service that is required as part of the Americans with Disabilities Act (ADA) which complements, or is in addition to, already available fixed-route transit service, and is equivalent to the fixed-route service in terms of service hours and area, fares, and other service characteristics.

COMPUTER SCHEDULING AND DISPATCHING SOFTWARE: Software used in demand-response transportation to make reservations for clients, schedule trips on vehicles, provide drivers with lists of riders, and compile and complete billing and performance reports. Semi-automated computer scheduling and dispatching software requires that the scheduler know in what area a rider's trip is beginning and ending in order to book the trip on a specific vehicle. Fully-automated computer scheduling and dispatching software will book a rider's trip on a specific vehicle by using a Geographic Information System (GIS) system to geocode the rider's beginning and ending points.

CONGESTION MITIGATION AND AIR QUALITY IMPROVEMENT PROGRAM (CMAQ): A flexible funding program administered by the Federal Highway Administration (FHWA) and established by Intermodal Surface Transportation Efficiency Act (ISTEA) that obligates funds to projects and programs that reduce harmful vehicle emissions.

CONNECTIVITY: The ability of a public transportation network to provide service to the maximum number of origin and destination trip pairs through the optimal integration of routes, schedules, fare structures, information systems, and modal transfer facilities.

CONNECTOR SERVICE: Service in which a transfer to or from another transit system or mode is the focal point (also called Feeder Service).

COST EFFICIENCY: A quantitative measure of efficiency or how well something contributes to the attainment of goals and objectives measured against its cost. For transportation systems, cost efficiency is usually measured as the ratio of the cost of a system to the level of service. Examples of four major unit cost measures that might be used (either separately or together) to determine cost efficiency are total operating cost per vehicle hour, total operating cost per vehicle mile, total operating cost per passenger trip, and total operating cost per passenger mile.

COST RECOVERY RATIO: The ratio of total revenues to total costs.

COUNT: A process that tallies a particular movement of people or vehicles past a given point during a stated time period.

COVERAGE AREA: The geographical area that a transit system is considered to serve, normally based on acceptable walking distances (e.g., 1/4 mile) from loading points.

CURB-TO-CURB SERVICE: A service that picks up and delivers passengers at the curb or roadside, as distinguished from door-to-door service. Passenger assistance is not rendered other than for actual boarding and alighting.

DASH SIGN: A large card placed on top of the dashboard and visible through the bus windshield, in addition to or instead of a head sign, usually denoting the type of service or destination.

DEADHEAD TRAVEL TIME AND MILEAGE: The movement of a transit vehicle when it is not operating revenue service. In fixed-route service, this is before the first stop at which passengers may board and after the last regular fixed stop. In demand-responsive service, deadheading occurs whenever the vehicle is in operation without passengers on board.

DEDICATED FUNDING SOURCE: A source of money that by law is available for use only to support a specific purpose, and cannot be diverted to other uses.

DELAY: The amount of time by which a transit vehicle in service is delayed from its scheduled time.

DEMAND: The quantity of transportation that will be consumed at a particular price, given service characteristics such as frequency, coverage, etc.

DEMAND FORECASTING: A technique for estimating the number of potential users of a system, and their desired travel times and routes.

DEMAND MODEL: A model that relates the amount of travel to the level and price of the transportation service and the socioeconomic characteristics of the potential traveler.

DEMAND-RESPONSIVE SERVICE: Transit service where individual passengers can request door-to-door or curb-to-curb transportation from a specific location to another specific location at a certain time. These services may require advance reservations. Also referred to as Dial-a-Ride, Paratransit or Demand-Responsive Transit.

DEMOGRAPHIC DATA: Statistics related to the size, density, distribution, vital statistics, social structure, and related characteristics of human populations.

DEPRECIATION: The loss in service value of the transportation system's capital equipment (for example, buses), accrued over time.

DESIGNATED RECIPIENT: A public body, designated in each urban area, that must have the legal authority to receive and dispense federal funds.

DESTINATION: A place at which a passenger ultimately disembarks from a transit vehicle; the point at which a trip terminates. This term typically refers to places outside of a passenger's home, even though these places become origins of a return trip that may be destined to the passenger's home.

DESTINATION SIGN: A sign on a transit vehicle indicating the route or line number, direction, destination of the vehicle, or any combination thereof.

DEVIATED FIXED-ROUTE SERVICE: Fixed-route service that allows deviations from the general route path to provide direct transportation access to passengers who live in the vicinity of the route path.

DIFFERENTIAL FARE: A method of travel pricing that varies fares according to the time of day, direction, distance, or other characteristics of the ride or pertinent circumstances.

DIAL-A-RIDE TRANSIT: See Demand-Responsive Service.

DIRECT COSTS: The costs incurred by the transportation program resulting from vehicle operations and maintenance.

DISABILITY: With respect to an individual, a physical or mental impairment that substantially limits one or more major life activities of the individual.

DISADVANTAGED BUSINESS ENTERPRISE (DBE): Small businesses owned and controlled by economically and socially disadvantaged individuals, including women. All recipients of federal funds are required to establish goals that will contribute to the Department of

Transportation's attainment of participation by a DBE in project-sponsored contracts. Currently, any transit system receiving more than \$250,000 in federal assistance is required to submit a DBE Plan as a condition for the awarding of any federal grants.

DISRUPTIVE BEHAVIOR: Passenger behavior that creates a safety hazard in that it distracts the operator who thus cannot fully attend to the safe operation of the vehicle.

DISCRETIONARY FUNDS: Funds granted at the discretion of the funding agency in the amount it desires (as opposed to funding levels determined by a mathematical formula).

DISPATCHER: The individual who assigns buses to runs, makes up work assignments to fill runs, and directs the operators at the start of their assignments.

DISPATCHING: The process of relaying or providing service instructions to vehicle drivers or vehicle operators. Includes assigning customers to vehicles, notifying drivers of assignments, and monitoring the operation of drivers.

DOOR-TO-DOOR: A service that picks up passengers at the door of their place of origin and delivers them to the door of their destination. This service may necessitate passenger assistance between the vehicle and the doors.

DRIVER LOG: A record of vehicle trip information, such as passenger names, trip origin and destination points, and trip mileage, maintained by the driver of each vehicle.

DROP-OFF: Vehicle stop to allow a passenger to disembark.

DRUG AND ALCOHOL TESTING REGULATION: Federal Transit Administration (FTA) regulation that requires drug and alcohol tests for all safety-sensitive employees of agencies receiving Section 5309, 5307, or 5311 funding, including drivers, maintenance workers, dispatchers and supervisors.

DWELL TIME: The time a transit vehicle spends at a station or stop.

DYNAMIC ROUTING: In demand-responsive transportation systems, the process of constantly modifying vehicle routes to accommodate service requests received after the vehicle began operations, as distinguished from predetermined routes assigned to a vehicle.

EFFECTIVE VELOCITY (AVERAGE SPEED): The average velocity at which a vehicle travels which includes dwell times at stops or stations, acceleration, and deceleration.

EFFECTIVENESS: The degree to which the provided level of service meets stated goals and objectives; for example, the percentage of a given service area that is within the desired quarter mile of a transit stop. Effectiveness can also be measured in terms of passengers per mile or passengers per hour.

EFFICIENCY: The ratio of output (level of service provided) to input (cost or resource provided). Providing the desired result with a minimum of effort, expense, and waste. Transit system efficiency is typically measured in terms of cost per mile or cost per hour.

ELASTICITY: In economics, the term refers to the relationship between two associated variables. Price-demand elasticity, the most common elasticity concept, is simply the ratio of a percentage in quantity purchased to a corresponding percentage change in price (e.g., transit fares).

ELIGIBILITY: Qualification to participate in a program or service (such as paratransit or reduced fare) of a transit system that is limited to persons with certain characteristics such as age, disability, or income level. Eligibility for complementary paratransit is specifically defined by the Americans with Disabilities Act and is usually determined through a certification process.

EMPLOYMENT TRANSPORTATION: Transportation specifically designed to take passengers to and from work or work-related training.

EQUITY: A normative measure of fairness among transportation users.

EXACT FARE: Policy that precludes the making of change for passengers.

EXCLUSIVE TRANSIT FACILITIES: Transportation system infrastructure elements that are set aside for the use of transit vehicles only.

EXPRESS SERVICE: Service that has fewer stops and a higher operating speed than regular (local) service.

EXTRA BOARD: A roster of open (extra) runs and assignments.

EXTRA SECTION: A second bus added to accompany a regularly scheduled bus, used to handle passenger overloads. Also known as boosters.

FARE: Fee charged to the general public to ride transportation.

FAREBOX: Device for the collection of fares. Also refers to the total revenue a transportation system obtains from passenger fares and local services.

FAREBOX RECOVERY: Measure of the proportion of operating expenses covered by passenger fares; found by dividing farebox revenue by total operating costs. Also known as fare recovery ratio.

FAREBOX REVENUE: The money or tickets collected as payments for rides. Can be cash, tickets, tokens, transfers, and pass receipts.

FARE COLLECTION SYSTEM: The procedures and devices used to collect fares and to accumulate and account for fares paid.

FARE ELASTICITY: A measure of the change in ridership in response to a change in fare.

FARE POLICY: Policies developed by the transportation agency to regulate fares in accordance with the need for local revenues.

FARE STRUCTURE: The system set up to determine how much is to be paid by various categories of passengers using a transit vehicle at any given time.

FAR-SIDE STOP: A transit stop located beyond an intersection.

FEDERAL HIGHWAY ADMINISTRATION (FHWA): A component of the U.S. Department of Transportation (DOT), established to ensure development of an effective national road and highway transportation system.

FEDERAL TRANSIT ADMINISTRATION (FTA): Division of the U.S. DOT that is responsible for administering public transportation funding within local communities. The FTA provides funding for capital costs and operating costs, as well as for training, technical assistance, and research.

FEEDER BUS: A bus service that provides passengers with connections with a major transportation service.

FEEDER SERVICE: Service in which a transfer to or from another transit system or mode is the focal point (also called Connector Service).

FEW-TO-FEW SERVICE: A service that picks up passengers at a limited number of origins and delivers them to a limited number of destinations.

FEW-TO-MANY SERVICE: A service that picks up passengers at a few pre-selected origins and delivers them to many destinations.

FIXED COST: An indirect cost that remains relatively constant, irrespective of the level of operational activity. Compare to variable cost.

FIXED-ROUTE SERVICE: Service provide on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations. Each fixed-route trip serves the same origins and destinations, unlike demand-responsive. Typically, fixed-route service is characterized by features such as printed schedules or timetables, designated bus stops where passengers board and disembark and the use of larger transit vehicles.

FLAG STOP: A service accessed by a person hailing for the transit vehicle at a point along a regular route that is not designated as a fixed stop.

FLAT FARE: A method of travel pricing that uses a single fare for the entire service area regardless of the trip's distance, time of day, area of travel, or other characteristics.

FLEET: The vehicles in a transit system.

FLEET CAPACITY: The total number of passenger spaces in all vehicles of a transit fleet.

FLEXIBLE FUNDING SOURCE: A source of federal or state money the specific use of which can be determined by the lower level of government that receives it. The Surface Transportation Program (STP) is an example.

FORMULA FUNDS: Funds for which the funding levels for individual recipients are determined by a mathematical formula. For transit funding, such formulas are typically based upon population characteristics of the service area as well as annual performance statistics for the transit system. Compare to discretionary funds.

FRANCHISE: The privilege or right granted a person, group, or organization by a government authority to provide general or specific transportation services.

FREE AREA: A portion of a transportation facility or service area that people are permitted to enter without the payment of a fare. When referring to service area, also known as free-ride or free-fare area.

FULL COVERAGE: Insurance against the full amount of any loss up to the amount of the insurance deduction.

FULLY ALLOCATED COSTS: Total costs of providing transportation, including services that are purchased through transportation operators or provided through service coordination contracts.

FUNDING FORMULA: A formula based on percentages that is used to calculate the amount of funding provided by each level of government (federal, state, and local).

GARAGE: The location in which buses are stored and serviced and where operators report for work and receive supplies and assignments. Can also refer to the building in which transit vehicles are serviced.

GEOGRAPHIC INFORMATION SYSTEM (GIS): An information system capable of processing and displaying geographic descriptions, a map, or nodes and links of a network.

GLOBAL POSITIONING SYSTEM (GPS): A geographic positioning satellite system, which is a constellation of 24 satellites orbiting the Earth. The satellites transmit radio signals containing precise satellite time and position information. A user equipped with a GPS Receiver (a radio receiver capable of receiving the satellite signals) may use four of these signals (which provide distance measurements from each satellite) to compute the location of the receiver's antenna.

GRADUATED FARE: A fare that is proportional to the distance traveled to complete the trip. Also known as a distance-based fare.

GRANT: An award of government or private funds to an entity. Typically federal funds are awarded either by formula (where a pre-determined process establishes the level of funding available to an entity) or by discretion (where the funding agency is free to determine how much (if any) funding an entity will receive based on the relative merits of the entity's proposal).

GROUP TRIP: A service to bring individuals to one common destination, such as Head Start or sheltered workshop employment, usually on a regularly scheduled basis.

GUARANTEED RIDE HOME: An incentive offered to vanpool and other rideshare program participants. In the event of a family emergency for which an individual cannot wait for their regular carpool, vanpool, or transit trip to return home, this incentive provides an alternate method, such as a loaner car or taxicab ride.

HEAD SIGN: A sign indicating the destination of the transit vehicle, usually located above the windshield.

HEADWAY: Time interval between vehicles moving in the same direction on a fixed-route.

HEADWAY MANAGEMENT: A technique for managing the operation of transit vehicles that focuses on maintaining certain spacing between units on the same line, instead of on adhering to a timetable.

HIGH OCCUPANCY VEHICLE (HOV) LANE: A lane intended primarily for carpools, vanpools, transit, and other high-occupancy vehicles, either all day or during a specified period.

HUB MILES: Actual logged miles of vehicle operation, usually read from a hubometer or odometer.

IDLE HOUR: The time when the vehicle is parked during the day and no driver is on duty to transport clients.

INCIDENT: An action or occurrence likely to have future ramifications or consequences, especially in the area of damages or liability.

INCREMENTAL COST: The net change in dollar costs that is directly attributable to a given decision or proposal, when compared with some other alternative.

INDIVIDUAL TRIP: A one-way vehicle trip providing service to one individual client. Compare to group trip.

INFRASTRUCTURE: All the relevant elements of the environment in which a transportation system operates.

IN-KIND MATCH: Capital or human resources provided by a local transportation system in return for resources provided by another level of government. Allows a local government to substitute labor or equipment rather than cash for transportation services provided by state or federal agencies.

INTELLIGENT TRANSPORTATION SYSTEMS (ITS): ITS uses new technologies to better manage transportation and provide travel information to the public. By more efficiently using existing roadways and transit systems, ITS can be an alternative to infrastructure expansion. In transit, examples of ITS include computer scheduling and dispatching systems, use of Automatic Vehicle Location, Mobile Data Terminals, and transit signal priority.

INTERCITY BUS: A large bus with luggage space, used primarily for transportation between cities.

INTERCITY TRANSPORTATION: Transportation service provided between cities by certified carriers, usually on a fixed-route with a fixed schedule.

INTERLINE: A term denoting the interchange of passengers between one or more bus lines. Can also refer to overlapping portions of fixed routes.

INTERMODAL: Between or including more than one means or mode of transportation.

INTERMODAL FACILITY: A building that serves more than one form of transportation. For example, an intermodal building might provide facilities for a local transportation system, an intercity bus line, or a passenger rail line.

INTERMODAL SURFACE TRANSPORTATION EFFICIENCY ACT (ISTEA): The 1991 law that reauthorized the federal surface transportation program for six years. ISTEA heralded a new era in surface transportation because of the emphasis on "intermodalism," the unprecedented increases in authorized spending for transit, the ability to use some highway funds for transit (and vice versa) and the increased reliance on regional planning agencies to weigh transportation options and make decisions utilizing public participation. In 1998, ISTEA was replaced by the Transportation Equity Act for the 21st Century, known as TEA 21.

JITNEY: A privately owned vehicle operated on a fixed-route, but not on a fixed schedule.

JOINT DEVELOPMENT: Coordinated development of an area by the public sector and private enterprise.

KISS AND RIDE: An access mode to transit in which commuters are driven and dropped off at a transit station or stop in a private vehicle and left to board a public transportation vehicle. Compare to park-and-ride.

KNEELING BUS: A bus that is equipped with a "kneeling" feature. This feature enables the passenger entrance to be lowered closer to the ground for easier boarding by customers with mobility disabilities.

LATENT TRAVEL DEMAND: The number of trips that would probably be made during a defined period of time by vehicles or passengers along a particular route under specified conditions.

LAYOVER TIME (RECOVERY TIME): Time built into a fixed schedule between arrival at the end of a route and the departure for the return trip, used for the recovery of delays and preparation for the return trip.

LEVEL OF SERVICE: Set of characteristics that indicate the quality and quantity of transportation service provided.

LIFE CYCLE COSTING: Method of evaluation of alternative choices on the basis of comparative total costs for purchase and operations over the expected useful life of the asset.

LIMITED SERVICE: Transportation service that operates only during a certain period of the day, or that serves only specific stops or in a specified area.

LINE: A transit service operated over a specified route or combination of routes.

LINE HAUL SERVICE: Transportation service along a single corridor, without branches, with stops along the way.

LINE MILES: The sum of the actual physical length of all streets, highways, or rights-of-way traversed by a transportation system.

LINKED TRIP: A trip from the point of origin to the final destination, regardless of the number of vehicles used or transfers made.

LOAD FACTOR: The ratio of passengers actually carried versus the total passenger capacity of a vehicle.

LOADING ISLAND: Also known as a pedestrian island. A protected spot for the loading and unloading of passengers.

LOCAL SERVICE: Transit service in a city or its immediate vicinity, typically with frequent stops. Compare to Express Service.

LOOP: A transit route layout that is of a closed continuous form, such as a circle. May be operated in one or both directions.

LOW BID PROCUREMENT: A form of competitive procurement in which the contract is awarded on the basis of the lowest price bid for the services or goods rendered.

LOW FLOOR BUS: A bus with low floor and ramps allowing wheelchair access (usually a smaller bus) without the need for a lift.

MAINTENANCE: The functions that are related to taking care of the vehicles and keeping them in proper condition, including storage, routine and preventive maintenance, major repairs, and maintenance-related parts purchasing.

MANY-TO-FEW: A service that picks up passengers at many different origins and delivers them to a few destinations.

MANY-TO-MANY: A service that picks up passengers at many different origins and delivers them to many different destinations within the service area.

MANY-TO-ONE (GATHER SERVICE): A service that collects passengers from many origins and delivers them to a specific point.

MARGINAL COST: The cost of producing one more unit of output.

MARKETING: A process of attracting greater usage of transportation services.

MASS TRANSPORTATION: Transportation either publicly or privately owned that provides general or special service to the public on a regular and continuing basis (not including school bus, charter, or sightseeing service).

MATCH: State and or local funds required by the federal government to complement federal funds for a project. A match may also be required by states in funding projects that are joint state/local efforts.

MAXIMUM SPREAD TIME: The largest permissible spread time for an operator.

METROPOLITAN PLANNING ORGANIZATION (MPO): The organization that is charged with planning a metropolitan area's mass transportation program and comprehensive highway program. An MPO is recognized by the Federal Transit Administration and the Federal Highway Administration for transportation planning programs in metropolitan areas with populations of 50,000 or more.

MIDBLOCK STOP: A transit stop located at a point away from intersections.

MINORITY BUSINESS ENTERPRISE (MBE): A business owned by one or more individuals who are defined as minorities under the U.S. Department of Transportation regulations for federally financed projects or by the appropriate state agency for state financed projects.

MOBILE DATA TERMINAL (MDT): An in-vehicle piece of equipment that receives and sends digital messages and displays the messages on a screen.

MODAL SPLIT: A term that describes how many people use alternative forms of transportation. Frequently used to describe the percentage of people using private automobiles as opposed to the percentage using public transportation.

MODE: A particular form of travel.

MONTHLY PASS: A pass valid for unlimited riding within certain designated zones for a one-month period.

MULTIMODAL: Involving more than one transportation mode.

NATIONAL TRANSIT DATABASE (NTD): Reports presenting statistical information about the financing and operations of public transportation systems providing service in urbanized areas over 50,000 in population. Annual reporting of such data is required by the Federal Transit Administration (FTA) as a condition of receiving Federal transit funds.

NEAR-SIDE STOP: A transit stop located on the approach side of an intersection.

NON-TRANSPORTATION REVENUE: Revenue earned by activities not associated with the provision of the system's transit service, such as lease of advertising space on a vehicle.

NO-SHOW: A passenger scheduled for a demand-responsive trip does not appear at the designated pickup point and time and does not cancel the trip in advance.

OBJECTIVE: A specific step toward the attainment of a goal.

OFF-PEAK HOURS: Hours when passenger demand and vehicle use is low, usually in the middle of the day and in the evening.

ONE-PIECE RUN: An operator's daily work schedule for which the operator stays on the same transit vehicle without relief.

ONE-TO-MANY: A service that picks up passengers at one point of origin and delivers them to many destinations.

ONE-ZONE RIDE: A transit ride within the limits of one fare zone.

ON-TIME PERFORMANCE: The percentage of the trips on which a transit system adheres to its published schedule times within stated tolerances.

OPERATING COSTS: Refers to all recurring costs associated with operating and maintaining a transit system, including facility and equipment rental, labor, fuel, and maintenance. Operating costs can be differentiated from capital costs, which refer to one-time expenses to purchase equipment or facilities.

OPERATING DEFICIT: The sum of all operating costs minus operating revenues.

OPERATING EMPLOYEES: Employees whose major function is operating the service, including drivers (operators) and dispatchers.

OPERATING RATIO: The ratio of operating expenses to operating revenue.

OPERATING REVENUE: Receipts derived from or for the provision of transit service, include fare box revenue, revenue from advertising, interest, charter service, and operating assistance from governments.

OPERATOR: An employee of a transit system whose workday is spent in the operation of a transit vehicle.

ORIGIN: The point at which a trip begins.

ORIGIN-TO-DESTINATION: Service in which the transportation vehicle will not stop along the way to pick up additional passengers.

OVERALL TRAVEL TIME: The duration of a linked trip.

OVERALL TRIP SPEED: The average speed achieved per round trip, including layover time, but excluding deadheading time.

OWL SERVICE: Transit service that operates during the late night through early morning hours.

PARATRANSIT: Passenger transportation that, on a regular basis, provides a more flexible service than fixed-route service, but is more structured than the use of private automobiles. Paratransit includes demand-response transportation services, subscription service, shared-ride taxis, carpools, and vanpools.

PARK-AND-RIDE: A means to access transit in which patrons drive private automobiles or ride bicycles to a transit station, stop, or carpool/vanpool waiting area and park the vehicle in the area provided for that purpose (e.g., park-and-ride lot). They then ride the transit system or a parking shuttle, or take a carpool or vanpool to their destination.

PARKING SHUTTLE: A parking shuttle is a shuttle service that links a parking lot(s) or a destination(s) such as a shopping mall, tourist attraction, or medical center.

PASS: A means of transit prepayment, usually a card, that a transit passenger displays to the operator when boarding. Passes typically provide for an unlimited number of passenger trips during a designated period of time (such as a day, week, or month).

PASSENGER TRIP: One passenger making a one-way trip from origin to destination.

PASSENGER COUNT: A count of the passengers on a vehicle or boarding at a bus stop.

PASSENGER LOAD: The number of passengers on board a transit vehicle at a particular point in time or along a route.

PASSENGER MILES: The total number of miles traveled by passengers on transit vehicles; determined by multiplying the number of passenger trips times the average length of their trips.

PASSENGER VOLUME: The total number of passengers carried on a transit line during a given period.

PASSENGERS PER HOUR (OR REVENUE HOUR): Total passengers divided by total hours (or revenue hours) of service provided.

PASSENGERS PER MILE (OR REVENUE MILE): Total passengers divided by total miles (or revenue miles) of service provided.

PEAK DEMAND REQUIREMENTS: Maximum number of vehicles required to provide transportation service during peak hours, usually in the early morning and late afternoon.

PEAK HOURS: The hours of highest demand for service, usually in the early morning and late afternoon.

PEAK/BASE RATIO: The ratio between the number of vehicles operating in passenger service during the peak hours and that during the base period.

PEAK-HOUR PRICING: Charging higher prices for peak-period service than for off-peak service.

PERFORMANCE INDICATOR: Relating a measure of service output or use to a measure of service input or cost.

PICKUP: Vehicle stop to allow a passenger to board.

PLATFORM TIME: The time a transit vehicle is in revenue service. Also known as revenue hours.

POINT DEVIATION: A routing pattern in which the vehicle passes through pre-specified points in accordance with a prearranged schedule, but is not given a specific route to follow between these points. It may offer door-to-door or curb-to-curb service.

POLICY HEADWAY: The maximum permissible headway as established by the transit agency or the policy board, usually for off-peak.

PRE-AWARD/POST-DELIVERY AUDIT REQUIREMENTS: The requirement from the Federal Transit Administration (FTA) for all recipients of Sections 5309, 5307, 5310, and 5311 to carry out audits of vehicles and other rolling stock purchased with FTA funds.

PREPARATION AND STORAGE TIME: The time in minutes paid to an operator to prepare or store the transit vehicle when pulling out and in.

PRESCHEDULED SERVICE: A general category of advance-notice trip scheduling. The term implies service that is regularly scheduled and whose demand is known well in advance.

PRE-TRIP INSPECTION: An inspection conducted by a driver of the vehicle he or she will operate that day, in which the functionality and condition of the vehicle are inspected and tested to ensure that it is roadworthy. Also known as circle check or walk-around.

PREVENTIVE MAINTENANCE: Routine servicing and maintenance procedures required to ensure the continued operation of a vehicle.

PRIVATIZATION: Use of nongovernmental agencies to provide goods and services previously provided by government.

PRODUCTIVITY: The ratio of units of transportation output to units of input (for example, passenger boardings per revenue hour).

PROPERTY: A public transit agency or a private transit company with responsibility for transportation service such as bus service.

PROVIDER-SIDE SUBSIDY: A sum paid directly to operators of transportation services for supplying services. The subsidy is usually calculated by subtracting farebox revenue from total costs.

PUBLIC TRANSPORTATION: Transportation service to the public on a regular basis using vehicles that transport more than one person for compensation.

PUBLICLY OWNED TRANSIT SYSTEM: A transit system owned by any municipality, county, regional authority, state, or other governmental agency, including a system operated or managed by a private company under contract to the government agency owner.

PULL-IN: A deadhead trip from the point at which the transit vehicle ends an in-service trip to the garage.

PULL-OUT: A deadhead trip from the garage to the point at which the transit vehicle begins an in-service trip. Also, a space alongside the road for a bus to pull out of the travel lane to stop, usually at a bus stop.

PULSE SYSTEM: A fixed-route system (usually involving a radial network) in which all routes arrive at and depart from the central transfer point at the same times. This timing facilitates transferring, but necessitates a transfer facility where all buses can simultaneously drop off passengers safely, wait, and passengers can easily and safely get to the bus to which they are transferring.

RADIAL NETWORK: A service pattern in which most routes converge into and diverge from a central hub or activity center.

REAL-TIME SCHEDULING: Refers to scheduling methods where users call for trips at the actual time they wish to be picked up and the actual pickup is made as close as possible to the requested time without advance reservations.

REDUCED FARE: A special fare for children, students, persons with disabilities, senior citizens, or others that is less than the regular fare.

REGIONAL PLANNING AGENCY (RPA): A nonprofit, quasi-public organization that makes recommendations related to land use, the environment, human resources, housing, and transportation for a specific region.

REGIONAL TRANSIT: Primarily serves long trips within metropolitan regions, crossing jurisdictional boundaries.

REHABILITATION: The reconstructing or rebuilding of a high-mileage vehicle in order to extend the vehicle's useful life.

RELIEF POINT: A designated time point at which operators may take a lunch period or rest break.

RELIEF RUN: For a bus operator, a week's work composed of a combination of other operators' scheduled days off from regular runs.

REQUEST FOR PROPOSAL (RFP): A document used to notify private firms of the opportunity to bid to provide professional or operational services for a public transportation system. An RFP may be used to notify bidders for services such as operations, drug testing, maintenance, planning, facilities design and construction, Americans with Disabilities Act (ADA) certification, and computer software.

RESPONSE TIME: In demand-responsive operations, the time between a passenger's request for service and the passenger pickup.

REVENUE HOURS: The number of hours operated by vehicles that are available for passenger boardings; does not include deadhead time.

REVENUE MILES: Miles operated by vehicles available for passenger boardings; does not include deadhead miles. Also known as revenue vehicle miles.

REVENUE PASSENGER: A passenger from whom a fare is collected, either by cash or through a passenger's sponsoring agency.

REVENUE PASSENGER MILES: The movement of one passenger over one mile.

REVENUE RECOVERY: The amount of money that is recovered in the form of fares and/or contract revenues towards offsetting the costs of operating transportation service.

REVENUE SERVICE: A vehicle is in revenue service when it is operating along a route at which passengers may board, or when passengers are on board. Compare to deadhead service.

REVENUE VEHICLE: A vehicle used to provide passenger transit service for which remuneration is normally required.

REVENUE VEHICLE MILES: The distance in miles that a revenue vehicle is operated while it is available for passenger service.

REVERSE COMMUTE: A commute in the direction opposite to the main flow of traffic, for example, from the central city to a suburb during the morning peak.

RIDE QUALITY: A measure of the comfort level experienced by a passenger in a moving vehicle.

RIDER PROFILE: The demographic characteristics, transit system use characteristics and relative transit dependency of your current customers.

RIDERSHIP: The number of passenger boardings on a transit system within any given period.

RIDERSHIP SURVEY: In transportation studies, data collected from individuals concerning their judgments, views, and perceptions of existing and proposed transportation services and other transportation issues. A ridership survey can also be a tally of boardings and alightings along a route on a stop-by-stop basis, used to determine productivity of route segments and individual stops, as well as to determine passenger miles.

RIDESHARING: A form of transportation, other than public transportation, in which more than one person shares in the use of the vehicle. Carpooling, vanpooling, shared-ride taxi, and transit are all ridesharing modes.

RISK MANAGEMENT: The process of planning, organizing, directing, and controlling the resources and activities of an organization to minimize the adverse effect of accidental losses on that organization and keep those losses to the least possible cost.

ROAD CALL: a mechanical failure of a bus in revenue service that necessitates removing the bus from service until repairs are made.

ROUND TRIP: The movement of a person or a vehicle from a point of origin to a destination and then back to the same point of origin. One round trip is composed of two one-way trips.

ROUTE: Fixed path traversed by a transit vehicle in accordance with a predetermined schedule.

ROUTE DEVIATION: Transportation service that operates along a public way on a fixed-route, but which may deviate from the route occasionally in response to take a passenger to a destination or pick one up from an origin, after which it returns to its route. It is a form of paratransit.

ROUTE STRUCTURE: The pattern of transit routes. Examples are radial routes, loops, grids, or a centers-based network.

ROUTING AND SCHEDULING: The process by which trips are assigned to specific vehicles such that routes and time schedules can be developed in advance of service delivery.

RUN: An operator's assignment of trips for a day of operation, also known as a work run. Also sometimes used to refer to a single bus trip along a route.

RUN CUTTING: The process of organizing all scheduled trips operated by the transit system into runs for the assignment of operating personnel and vehicles.

RUNNING SPEED (OPERATING SPEED): The highest safest speed at which a vehicle is normally operated under prevailing traffic and environmental conditions.

RUNNING TIME: The actual time required for a transit vehicle to move from one point to another, excluding time for stops.

SAFETY: A system characteristic concerned with the system's ability to prevent or minimize occurrence of property damage and/or injuries or fatalities to people who are interacting with the system in some manner, whether they be passengers, employers, bystanders, or the general public.

SAME-DAY SERVICE: Demand-responsive system that responds to a request for service within the same service day, but not as quickly as immediate service. For example, a system that responds in two to four hours.

SCHEDULE: A published table of departure and arrival times for arranged service over a transit route.

SCHEDULE SPEED: The one-way distance between the origin and the destination divided by the scheduled travel time between that origin and destination.

SCHEDULING: Preparing an operating schedule for transit vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

SEATING CAPACITY: The number of passenger seats in a vehicle.

SECTION 504: Refers to the Rehabilitation Act of 1973 in which people with disabilities cannot be discriminated against in any federal or federally assisted program.

SECTION 5307: Refers to the section of the federal transportation legislation that authorizes grants to public transit systems in urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operation assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 receive their Section 5307 funds directly from the Federal Transit Administration.

SECTION 5309: Refers to the section of the federal transportation legislation that authorizes discretionary grants to public transit agencies for capital projects such as buses and bus facilities.

SECTION 5310: Refers to the section of the federal transportation legislation that authorizes capital assistance to states in both rural and urban settings that serve the elderly and disabled persons.

SECTION 5311: Refers to the section of the federal transportation legislation that authorizes grants to public transit systems in non-urban areas. Through the states, Section 5311 offers both capital and operating assistance.

SECTION 5333(B): Refers to the section of the federal transportation legislation in which as a condition of any assistance under the act, fair and equitable arrangements must be made to protect the interests of employees affected by such assistance.

SELF-CERTIFICATION: A procedure by which a local agency assures the federal agency that all the federal rules and regulations have been followed and adhered to.

SELF-INSURANCE: The insuring of oneself by the establishment of cash reserves. High deductibles form a kind of self-insurance.

SELF-INSURED RETENTION: An arrangement whereby the insured party assumes a reasonable limit of losses and pays the insurance company a percentage above losses for the administration of the policy.

SELF-SERVICE, BARRIER-FREE FARE COLLECTION SYSTEM: A fare collection system that has no paid areas or fare-registering turnstiles. This system requires that the passengers be able to display proof of payment while on board the transit vehicle. Passengers pay their fare at a self-service machine, and receive a ticket or receipt as proof of fare payment. This type of fare collection system is typically used for light rail systems.

SERVICE ANIMAL: The Americans with Disabilities Act (ADA) defines a service animal as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision,

alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

SERVICE AREA: The geographic region in which a transit system provides service or that a transit system is required to serve. Under the requirements of the ADA, the service area for complementary paratransit includes a three quarter mile radius from the fixed-route service.

SERVICE FREQUENCY: The number of transit vehicles on a given route that passes a given stop within a specified interval of time. Peak service has a higher service frequency than off-peak service.

SERVICE PROVIDER: An agency that provides all or part of the transportation service under contract by the transportation system.

SERVICE QUALITY: The conditions of cleanliness of vehicles, on-time performance, response time, route and schedule convenience, the size of the service area, the courtesy of the drivers, and the availability of information for passengers.

SHARED-RIDE TAXI: A type of demand-responsive service in which taxis are allowed by the regulating authorities to carry at any one time several unrelated passengers with different origins and destinations.

SHOPPERS' SPECIAL: Service provided during off-peak hours that is designed to carry passengers to or from shopping areas, often targeted at senior citizens.

SHORT-HAUL TRANSIT: Service for circulation within small areas that usually have high travel density, such as central business districts, campuses, airports, and other major activity centers.

SHUTTLE: A public or private vehicle that travels back and forth over a particular route, especially a short route or one that provides connections between transportation systems, employment centers, etc.

SMART CARD: A type of fare media on which an available balance and other data are stored. Upon boarding (or alighting) the vehicle, the card is read electronically and the appropriate fare is deducted for the trip.

SPARE RATIO: The number of buses in excess of peak demand requirements.

SPLIT RUN: Two operating assignments separated by a period of time during which the operating employee is unassigned and not paid.

SPLIT SHIFT: A daily shift that is divided into parts separated by periods during which the employee is unassigned and, sometimes, not paid.

SPREAD TIME: Total elapsed time from beginning to the end of a day's assignment, including all breaks, time between runs, travel time, and deadhead time.

SPREAD TIME PREMIUM: Extra compensation paid for work performed in excess of a specified spread time.

STAKEHOLDER: Any group or individual who is affected by or who can affect the future of the organization. Includes customers, employees, suppliers, owners, governments, funding institutions, and critics.

STANDARD URBAN BUS: A motorbus designed for a maximum number of seated and standing passengers in short ride, frequent stop service. Typically 33 to 40 feet long.

STANDING CAPACITY: The number of standing passengers that can be accommodated in a vehicle under specified comfort standards.

STATEWIDE TRANSPORTATION IMPROVEMENT PROGRAM (STIP): The statewide compilation of local Transportation Improvement Programs (TIP).

STATION: An off-street facility where passengers wait for, board, alight, or transfer between transit vehicles. Transit stations are often multimodal and may include facilities for parking, kiss and ride, bicycle securement, taxi standing, and paratransit operations.

STOPPED TIME: Time on a trip spent stationary because of the stoppage of other traffic.

STRAIGHT RUN: A run that has no unpaid breaks in it.

STRATEGIC PLANNING: Matching organizational objectives and capabilities to the anticipated demands of the environment to produce a plan of action that will ensure achievement of objectives.

SUBCONTRACT: A secondary contract undertaking some or all of the obligations of the primary contract.

SUBSCRIPTION SERVICE: A service in which routes and schedules are pre-arranged to meet the travel needs of riders who sign up for the service in advance.

SUBSIDY: In transportation, a grant, usually provided by a government agency, that makes up all or part of the difference between the cost of providing a transportation service and the revenues generated by the service.

TARGET MARKET: A specified segment of the potential or actual transportation market, for which specific services or marketing efforts are targeted.

TAXI: Demand-responsive public transportation on an exclusive basis, in a vehicle licensed to render that service, usually operated by a private for-profit company. Fares are usually charged on a per mile or per hour (or both) basis on top of a base fare charged for all trips. Passengers may call the dispatcher to request a trip (real time scheduling) or hail a passing unoccupied taxi (usually only in urban areas).

TERMINAL STOP: A transit stop located at either end of a transit route.

TIMETABLE: A listing of the times at which transit vehicles are due at specified time points.

TOTAL OPERATING REVENUE: The sum of regular passenger revenue, charter revenue, and other miscellaneous revenues, such as those from advertising or concessions.

TOTAL PROJECT COST: Total administration expenses and operating expenses.

TOTAL TRAVEL DEMAND: The potential number of trips that would probably be made during a defined period of time, including current and latent demand by people who do not now travel because of inconvenience, unawareness, inaccessibility, or unavailability of present service or the inability to use them.

TOTAL TRAVEL DISTANCE (LINKED TRIP DISTANCE): The distance from the point of origin to the final destination, including the walking distance at trip ends and at transfer points.

TRANSFER: Service provided on a second transportation route to a passenger who has already paid a fare for transportation on an initial route. Transferring usually involves a change of vehicles, and may be free or incur an additional (typically small) charge.

TRANSFER PASSENGER: A passenger who changes from one route or line to another route or line.

TRANSFER TIME: The time required to effect a change of mode or to transfer between routes.

TRANSIT CENTER: A transit stop or station at the meeting point of several routes.

TRANSIT COOPERATIVE RESEARCH PROGRAM (TCRP): Established under FTA in 1992 and as a part of the Intermodal Surface Transportation Efficiency Act (ISTEA), serves as one of the principal means by which the transit industry can develop innovative solutions to meet demands placed on it. It is administered by the Transportation Research Board for the Federal Transit Administration.

TRANSIT DEPENDENT: A person who must rely on transit services instead of the private automobile to meet his or her travel needs due to an inability to drive or lack of access to an auto.

TRANSIT DISTRICT: A geographically-based political jurisdiction division created specifically for the single purpose of providing transportation services. It is a separate legal entity and usually possesses the authority to impose a property tax.

TRANSIT MODE: Examples include regular fixed-route bus service, express bus service, light rail transit, rail rapid transit, and commuter rail.

TRANSIT SHELTER: A structure constructed at a transit stop that provides shelter from inclement weather.

TRANSIT STOP: An area where passengers wait for, board, and alight from transit vehicles.

TRANSIT SYSTEM: The organization, facilities, equipment, personnel, and procedures needed to provide and maintain public transit service.

TRANSIT UNIT: A single transportation vehicle. Compare to fleet.

TRANSPORTATION COORDINATION: A cooperative arrangement among human service agencies providing transportation, and public/private transit operators aimed at realizing increased transportation benefits through the joint operation of one or more transportation functions.

TRANSPORTATION DEMAND MANAGEMENT (TDM): A program designed to maximize the people-moving capability of a transportation system (including private autos, public transit, and other modes) by increasing the number of persons in a vehicle or by changing the time of, or need to, travel. TDM systems typically rely on incentives to businesses and individuals to encourage them to change their behavior. For example, tax deductions might be given to businesses that stagger their workers' hours to relieve congestion during peak hours.

TRANSPORTATION DEVELOPMENT ACT (TDA): The California TDA provides a dedicated source of funding for California transit programs. The TDA provides two sources of funding for public transportation: the Local Transportation Fund (LTF), created in 1972, and the State Transit Assistance (STA) fund, created in 1980.

TRANSPORTATION DISADVANTAGED: People whose range of transportation alternatives is limited.

TRANSPORTATION EQUITY ACT FOR THE 21ST CENTURY (TEA 21): The ISTEA reauthorization act for Fiscal Years (FY) 1998-2003. TEA 21 authorizes \$42 billion for transit and at least \$175 billion in highway money.

TRANSPORTATION IMPROVEMENT PROGRAM (TIP): A prioritized program of transportation projects to be implemented in appropriate stages over several years, and is usually a required condition for a locality to receive federal transit and highway grants.

TRANSPORTATION SYSTEM: A system that provides for the movement of people.

TRANSPORTATION SYSTEM MANAGEMENT (TSM): That part of the urban transportation planning process undertaken to improve the efficiency of the existing transportation system.

TRAVEL TRAINING: Instruction in how to use a transit system, covering such aspects as trip planning, getting to and from bus stops, boarding, and alighting. This type of training can improve the accessibility of a transit system for persons with disabilities.

TRIP: A one-way movement of a person or vehicle between two points. Many transit statistics are based on unlinked passenger trips, usually counted as passenger boardings.

TRIP GENERATOR: A land use from which creates a need or demand for travel, such as a dwelling unit, a store, a factory, or an office.

TRIP PURPOSE: The primary reason for making a trip, such as work, shopping, or medical purposes.

TRIPPER: A transit service that operates on only a portion of a route.

TURNOVER POINT: A point along a transit route at which a large proportion of passengers leave and board a transit vehicle.

UNLINKED PASSENGER TRIP: A one-way trip made by an individual rider in a single vehicle. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

UNLINKED TRIP TIME: The time duration of an unlinked trip, one made on a single vehicle.

UNUTILIZED VEHICLE HOURS: The hours when vehicles are not carrying passengers, but a driver is on duty.

URBAN MASS TRANSPORTATION ACT OF 1964: Refers to the establishment of the Federal Mass Transportation Program in 1964.

URBAN TRANSPORTATION PLANNING PROCESS: Federally required planning process for urbanized areas that is aimed at developing programs to meet a region's transportation needs.

URBANIZED AREA: As defined by the Bureau of the Census, a population concentration of at least 50,000 inhabitants.

U.S. DEPARTMENT OF TRANSPORTATION (DOT): Federal agency responsible for transportation.

USEFUL LIFE: The total productive time span of a piece of equipment, usually used with reference to vehicles.

USER SIDE SUBSIDY: A subsidy in the form of a sum or a discount paid or applied directly to riders of a transportation system. For example, riders purchase taxi vouchers at a reduced cost from an entity that has purchased them at full value from a taxi system, and redeem the vouchers for full face value with the taxi system.

VANPOOL: A prearranged ridesharing service in which a number of people travel together on a regular basis (typically to and from work) in a van and share operating expenses and sometimes the driving role. Vanpools may be publicly operated, employer operated, individually owned, or leased.

VARIABLE COST: A cost that varies in some relation to the level of output or operational activity. Compare to fixed cost.

VEHICLE CAPACITY: The maximum number of passengers that the vehicle is designed to accommodate comfortably, seated and standing, including wheelchair spaces.

VEHICLE HOUR: The operation of a vehicle for a period of one hour.

VEHICLE MILE: The movement of one vehicle over a distance of one mile.

VEHICLE MILES TRAVELED (VMT): The total number of miles traveled by transit vehicles in a given period of time.

VEHICLE OCCUPANCY: The number of people aboard a vehicle at a given time.

VEHICLE SERVICE HOURS: The number of hours that each vehicle is available and ready to respond to trip requests, including layover time.

WHEELCHAIR-ACCESSIBLE VEHICLE: A vehicle that a person using a wheelchair can enter, either using an on-board retractable lift or ramp or directly from a station platform.

WOMEN'S BUSINESS ENTERPRISE (WBE): A business owned and controlled by one or more women, and requires certification by the appropriate agency to receive preferential treatment for state or federal projects.

WORKERS' COMPENSATION: Insurance, prescribed by statute in most states, which protects an employer against an employee's job-connected injury or death. The law stipulates the amount of the settlement with scheduled benefits to be paid out.

ZONE: A defined geographic area. Zones are used in demand-responsive service for dispatching purposes and in fixed-route and demand-responsive service for fare determination. In zonal demand-responsive service, each vehicle travels only within a particular zone. Trips that originate in one zone and end in another involve a transfer at the zone boundary or a central transfer point. In a zonal fare structure, the service area is divided into zones, and the fare is determined according to the number of zones traveled (the higher the number of zones, the higher the fare). Zone can also be used to refer to the area in which a bus stops to serve a bus stop.

ZONE FARE: A method of pricing that is based on the geographical partitioning of the service area. Typically, an additional charge is incurred for each zone traveled.

ZONING: The division of an area into districts, and the public regulation of the character and density of use of the land and improvements within each district.